

# CUSTOMIZED AUDITS

**YOUR TAILORED  
PROGRAM FOR  
COMPLIANCE  
AND CONTINUOUS  
IMPROVEMENT**



**BUREAU  
VERITAS**

# AN END-TO-END CONTROL OF YOUR VALUE CHAIN








Businesses today face more risks than ever before due to globalization, technological change and increasingly complex supply chains. In parallel, they are under closer scrutiny than in the past as stakeholders hold them accountable for their social and environmental impacts. Most large companies have developed comprehensive CSR and ESG policies to address these risks.

Bureau Veritas' customized audits enable companies to improve performance and safeguard reputation by managing risk along the entire value chain – from suppliers to client operations and distribution. These independent audits can be carried out for a supplier, site or partner to a tailor-made checklist. Customized audits help companies put their policies into practice, anticipate new regulations and operate responsibly.










## OUR CUSTOMIZED AUDITS ASSESS A WIDE RANGE OF POLICIES

### Environment & Social

-  Social Accountability
-  Health & Safety
-  Environment & Biodiversity
-  Climate Change
-  Responsible Sourcing
-  Animal Welfare
-  Business Ethics

### Risk & Governance

-  Business Continuity
-  Data Security & Privacy
-  Product Quality
-  Service Quality
-  Client Experience
-  Brand Conformity
-  Process Performance

# HOW WE DELIVER CUSTOMIZED AUDITS

Since there is no-size-fits-all approach to risk, Bureau Veritas offers customized audits to ensure compliance and improve performance along the entire value chain. We offer audits for your suppliers, operations, distribution and service. Our aim is always to make the audit process as simple and transparent as possible while also tailoring it to your specific needs.



We **CONDUCT** a thorough assessment of your business needs to gain a full understanding of your value chain, your strategy and the risk specific to your business.



We **CREATE** customized checklists and audit plans based on your needs. We can also conduct audits to existing checklists or internal standards.



We deliver online onboarding for each site to help your teams understand the solution, and **PERFORM** the field audit using our tried-and-tested Maya+ tool.



We **DELIVER** audit reports, which enable you to track performance over time and publicize results. We can also issue a letter of compliance or a label.

## THE BENEFITS OF CUSTOMIZED AUDITS



**IMPROVE performance continually**  
Implement corrective actions and monitor continuous improvement



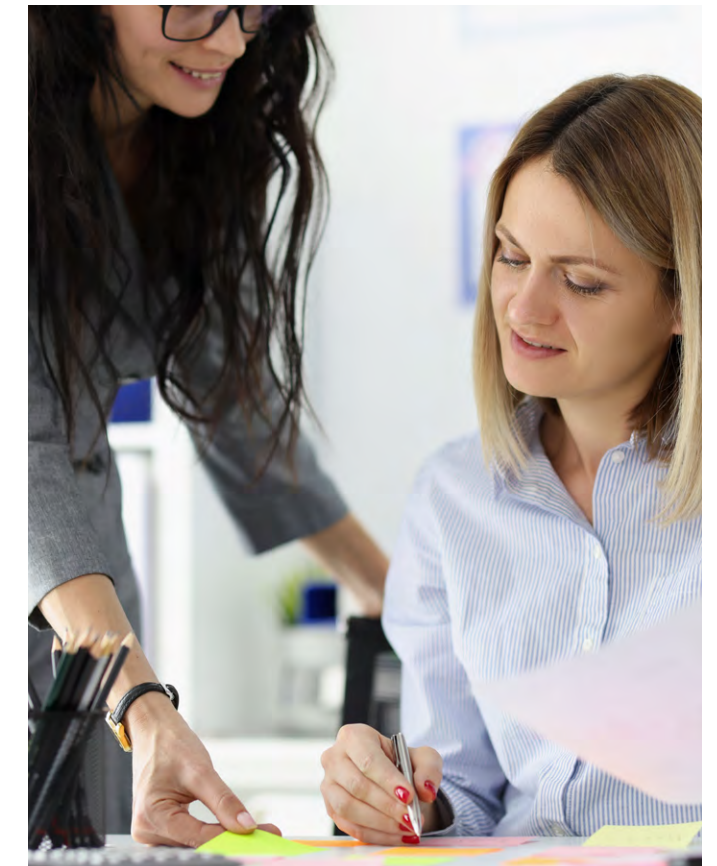
**OPTIMIZE risk management**  
Implement an audit program that responds precisely to your needs and ensures compliance with local regulations, market requirements, and contractual obligations



**MANAGE cost effectively**  
Control a large number of sites effectively across the world thanks to Bureau Veritas' global network, and focus your resources where they are truly needed



**PROTECT your brand**  
by identifying and mitigating major risks along your value-chain



# CUSTOMIZED AUDITS FOR YOUR SUPPLIERS

Consumers today are increasingly vigilant regarding the origins and production processes of their purchases. As a result, supplier risk management is becoming a critical issue for companies of all sizes and in all sectors.










## SAFEGUARDING REPUTATION

Companies today must keep a watchful eye on their entire supply chain in order to mitigate risk and protect brand reputation. Bureau Veritas' customized social responsibility audits and supplier risk assessment offer a rigorous process to identify and manage risks throughout the supply chain. They enable companies to set objectives that suit their business and sector, track changes and progress over time, and ensure suppliers take action to improve continually.



## CUSTOMIZED AUDITS ACROSS THE BOARD

Bureau Veritas offers customized supply chain audits to suit the various needs of business in a range of sectors. These include:

 <p><b>FOOD &amp; AGRICULTURE</b> Product Quality, Responsible Sourcing, Climate change, Environment, Animal welfare, Biodiversity</p>	 <p><b>OIL &amp; GAS</b> Business continuity, Health &amp; Safety, Climate change, Environment, Biodiversity</p>	 <p><b>RETAIL</b> Product Quality, Responsible Sourcing, Environment, Animal welfare, Biodiversity, Data Privacy</p>
 <p><b>LUXURY GOODS</b> Social Accountability, Health &amp; Safety, Environment, Business Ethics</p>	 <p><b>TRANSPORT</b> Responsible Sourcing, Social Accountability, Health &amp; Safety, Climate change, Environment</p>	 <p><b>E-COMMERCE</b> Product Quality, Social Accountability, Health &amp; Safety, Environment, Cybersecurity, Data Privacy, Business Ethics</p>
 <p><b>CONSUMER PRODUCTS</b> Responsible Sourcing, Social Accountability, Health &amp; Safety, Climate change, Business Ethics</p>	 <p><b>PROCESS INDUSTRIES</b> Responsible Sourcing, Social Accountability, Health &amp; Safety, Climate change, Environment, Biodiversity</p>	 <p><b>INFORMATION &amp; COMMUNICATION TECHNOLOGY</b> Cybersecurity, Data Privacy, Process Performance</p>



## BUSINESS CASES

### FOOD & AGRICULTURE

Across the food industry, consumer and regulatory demands are at an all-time high. Consumers want to be sure that food, and food ingredients are safe, and that information on the quality and origin of the food they buy is accurate. Animal welfare is also an increasing concern, alongside the social and environmental impacts of farming practices. Bureau Veritas' customized audits for food brands support traceability and responsible sourcing practices while safeguarding quality and safety.

### SOCIAL COMPLIANCE

Consumers have never been more aware – and less tolerant – of unethical labor practices. Whether it be the use of child and forced labor, unsafe working conditions, or other unscrupulous practices, social issues in a company's supply chain can seriously damage its reputation. Independent social responsibility audits help brands understand the key issues affecting their business and detect and address social risk. As a result, they are better equipped to help their suppliers improve, and better able to provide accurate social sustainability reporting.

### LUXURY GOODS

Luxury brands face the double challenge of having highly internationalized supply chains and relying heavily on customer admiration of their brand. To help the world's most prestigious brands mitigate risk in their supply chains, Bureau Veritas offers fully customized audits that can be adapted to clients' needs. Our social audits, for example, cover everything from child labor to workers' rights and anti-corruption, while our environmental audits include topics such as water management and eco-design.



# CUSTOMIZED AUDITS FOR YOUR OPERATIONS

Companies need to make sure the operational quality, safety and compliance standards they set are applied across their business, often across multiple international locations. A customized checklist is an efficient way to control a large number of sites. It goes beyond a management system, enabling clients to check what is happening on site on a range of key topics.

## OPERATING AT PEAK LEVELS

Demand for client operations audits is increasing in the food service, retail and hospitality industries. These businesses often operate hundreds of sites – usually spread across the globe - and risk management is highly complex. To ensure audits match their needs as closely as possible, Bureau Veritas uses standards developed by clients to audit their operations. We are also able to support them in creating proprietary standards. Customized operations audits enable clients to go beyond the demands of management systems with site-dedicated checklists and detailed verification of critical processes.

## SECTOR-SPECIFIC SOLUTIONS

By customizing audits to client needs, Bureau Veritas is able to offer its expertise to companies in a wide range of industries, including power and utilities, construction, and healthcare (hospitals, schools, pharmacies). When auditing operations in manufacturing facilities, for example, Bureau Veritas assesses against client checklists dedicated to specific risks. These can cover everything from quality management and health and safety to environment and legal applications. Auditors can also verify whether local sites are applying the right procedures for sustainable sourcing.



## BUSINESS CASES

### CONSTRUCTION

Construction demands large numbers of workers, many of which have specific skills required for a limited time on site. Most developers and construction companies therefore employ contract workers, including migrant workers, who may not be familiar with health, safety and environmental rules on site. This poses a risk to the reputation of the contractor. Bureau Veritas supports companies with HSE compliance on construction sites with customized HSE audits that enable contractors to fulfill their legal obligations and reduce the risk of accident.

### BIOSAFETY

The COVID crisis increased awareness of the need for a stringent approach to health & safety to protect employees, customers and business partners. Bureau Veritas' customized checklists enable companies to verify compliance with detailed sanitary protocols and raise awareness among employees of safe behavior. Displaying the Safeguard label – or a company-specific label - reassures customers that the company takes contamination risks seriously and follows a comprehensive set of measures to address them.

## INTERNAL AUDITS ON ETHICAL COMPLIANCE

Bureau Veritas provides dedicated Code of Conduct audits to measure performance and ensure professional conduct is in line with a company's mission and values. These audits can assess internal teams' compliance in terms of ethics and professional behavior and also verify supplier compliance to company standards. Undertaking an audit of this kind sends a powerful message about a company's commitment to maintaining high ethical standards, reduces the risk of ethical misconduct, and supports compliance with applicable legislation. To date, Bureau Veritas has audited thousands of suppliers globally on behalf of Fortune 500 companies.

## KEY SECTORS



**FOOD MANUFACTURING**



**CONSUMER GOODS**



**METALS & MINERALS**



**ENERGY & UTILITIES**



**PHARMACY & PROCESS INDUSTRIES**



**MANUFACTURING OF INDUSTRIAL GOODS**



**RETAIL**



**HOSPITALITY**



**HEALTH**



**BANK & INSURANCE**



**PUBLIC SERVICES & AUTHORITIES**



**CONSTRUCTION & CIVIL WORKS**

# CUSTOMIZED AUDITS FOR YOUR RETAIL & DISTRIBUTION

A company's brand is often its most valuable asset. Bureau Veritas helps safeguard image and reputation by achieving conformity throughout owned, managed and franchised networks.



## ENSURING A CONSISTENT EXPERIENCE

Ensuring that customers receive the same experience and see the same visual elements of the brand in every outlet they visit is central to protecting brand image. This is especially true for businesses with extensive retail networks or franchises such as banks, car dealerships, hotels and stores. Bureau Veritas inspections and audits ensure an organization's standards are respected throughout the network. Our expert auditors inspect sites based on a customized checklist. We then provide detailed reporting, allowing clients to identify and track performance.

## FRANCHISE AUDITS FOR A RANGE OF SECTORS

Delivering a consistent customer experience across franchised networks is a challenge common to a number of industries. Bureau Veritas offers a wide range of audit services to help clients operating within various aspects of retail and distribution to ensure compliance with brand guidelines. We offer food safety audits for the food service industry; quality process, client satisfaction, and after-sales audits for the automotive sector, including dealership and mechanic shops; and recycling program audits for retail brands. We also provide brand conformity and franchise audits for businesses of all kinds and sizes.



## BUSINESS CASES

### MAKING FOOD SAFE ACROSS ALL BRANCHES

Bureau Veritas' customized audits for the food industry enable food service companies to evaluate compliance with safety and hygiene standards using a food safety checklist. This reduces the risk of foodborne illnesses and helps avoid fines, legal action and business shutdown. A general food safety checklist evaluates food storage, handling and preparation procedures, and inspections lead to corrective actions and recommendations. Bureau Veritas carries out food safety and operations audits for all types of restaurants and fast food chains worldwide.

### ENSURING BRAND CONFORMITY IN RETAIL

Bureau Veritas works with retailers to audit their stores. These personalized audits can determine whether facilities and processes are in line with the brand's standards, and can cover everything from product displays to sales and post-sales service and health and safety practices on site. Inspectors look at aspects such as visibility, branding, product placement, labeling, service delivery, procedures, training and equipment.

# CUSTOMIZED AUDITS FOR YOUR SERVICES

Organizations that provide services – to either businesses or individuals – face increasingly stringent compliance requirements. Certification of Services enables providers to navigate the changing landscape and obtain a label that confirms they meet industry standards.

## COMPREHENSIVELY MITIGATING RISK

For service providers, risks can originate from a variety of sources. Our specialized audits cover service quality, environmental and social impact, client experience, and health and safety. Detailed audit checklists verify that all sites are compliant with industry regulations and market requirements. We can ensure that service and pre-purchase information is clear and transparent, for example, and that customers are safe when using the service. Our audits can also be used to ensure that workplace tools are aligned with professional ethics and good practices.

## AUDITS FOR SERVICES IN MULTIPLE SECTORS

Quality service underpins many industries. Our audits can be applied to:



### HEALTH CARE

Medical device sellers, Institutions, Transport



### SERVICE TO INDIVIDUALS

Child care, Household services, Mobility assistance



### HOSPITALITY

Restaurants, Hotels and Leisure



### TRAINING

Professional training



## PROMOTING STAKEHOLDER CONFIDENCE IN HEALTHCARE

Choosing a retirement home or contracting home medical services can be stressful for both individuals and their relatives. Our audit services for health and care institutions – including retirement homes, clinics, and assisted living facilities – provide reassurance on the quality of care provided. They ensure that services are delivered responsibly and transparently, and in a way that is appropriate, respectful and safe. Audits are based on service quality, health & safety and additional criteria linked to regulation. Bureau Veritas is able to issue labels to certify compliance against specific criteria.

# WHY CHOOSE BUREAU VERITAS CERTIFICATION?

Bureau Veritas is one of the world's leading certification bodies. Our mission is to create value for our clients by providing services that enable them to improve their business performance continually and mitigate risk within a fast-changing and ever more challenging business context.



## HELPING YOU ACHIEVE YOUR GOALS

Our services contribute to our clients' aims to maintain compliance, increase stakeholder confidence, and achieve excellence. Our global network in 140 countries enables us to offer our clients both international reach and local knowledge in terms of regulations, customs and markets.



## A GLOBAL TEAM AT YOUR SERVICE

Our worldwide team of auditors has sector-specific experience and expertise. With more than 85 accreditations from national and international bodies, we are able to perform audits against a wide range of issues and sector-specific standards. When designing a customized audit, we leverage all the know-how and experience garnered from working with over 150,000 companies certified globally.



## TRUSTED BY THE WORLD'S LARGEST COMPANIES

300 of the Fortune 500 companies already choose to work with Bureau Veritas. By joining them, your company – whatever its size or sector of activity - can benefit from our wealth of knowledge and years of experience, including our rigorous, technologically advanced approach to checklist development, audit scheduling, and reporting and KPI monitoring.

## BV GREEN LINE OUR GREEN LINE OF SERVICES AND SOLUTIONS





## SHAPING A WORLD OF TRUST

Bureau Veritas is a Business to Business to Society company, contributing to transforming the world we live in. A world leader in testing, inspection and certification, we help clients across all industries address challenges in quality, health & safety, environmental protection and social responsibility.

## CERTIFICATION FOR AN EVOLVING WORLD

Bureau Veritas Certification aims to create value for our clients by providing services that enable them to continually improve their business performance and mitigate risk in a fast changing world. Our services contribute to our clients' aims to achieve compliance, increase stakeholder confidence and achieve excellence.

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Shaping a World of Trust